

T 4.17 Transfer Policy

1. Purpose

This policy outlines how CENSW manages tenant transfers to ensure housing arrangements remain appropriate when a tenant's needs change. Transfers may be tenant-initiated or management-initiated, and this policy ensures that decisions are made in a consistent, fair, and transparent manner.

2. Scope

This policy applies to all social housing tenancies managed by CENSW.

3. Policy

CENSW recognises that tenant needs may change over time. Transfers are one way to ensure housing remains appropriate, safe, and sustainable for eligible tenants. Transfers can be initiated by the tenant or by CENSW in response to operational requirements.

- Tenant-initiated transfers occur when a tenant requests to relocate due to changed household needs, such as medical conditions, safety concerns, underoccupancy or overcrowding.
- Management-initiated transfers occur when CENSW requires the tenant to relocate due to factors such as redevelopment, lease expiry, underoccupancy, overcrowding or property unsuitability.

3.1 Eligibility Criteria Tenant-initiated transfer

To be eligible for a transfer, a tenant must:

- be eligible for social housing at the time of application
- demonstrate that their current accommodation no longer meets their household needs
- provide appropriate documentation to support the application, such as medical or support agency letters

Each application is assessed individually. Transfer reasons may include:

- medical or disability-related needs
- risk of harm or ongoing harassment
- overcrowding or under-occupancy
- family breakdown or separation
- relocation due to employment or compassionate grounds.

Transfer applications will be accepted even if a tenant has rent arrears or other tenancy issues. However, CENSW will not offer a new property unless:

- rent arrears are under \$500 or a consistent repayment plan is in place

- any outstanding property condition issues have been addressed
- there is no ongoing legal action to end the tenancy

Where a Specific Performance Order (SPO) is in effect or pending from the NSW Civil and Administrative Tribunal (NCAT), the transfer may be suspended until resolved.

3.2 Transfer Offers

Approved applicants will receive up to two reasonable offers. A refusal of both will close the transfer request. An offer is considered reasonable when it:

- meets the assessed housing needs of the household, including appropriate dwelling type, number of bedrooms, accessibility features and location (where locational need is supported)
- poses no known health or safety risks to the household
- complies with current property standards and is in a clean, safe, and habitable condition at the time of offer

3.3 Management Transfers

CENSW may initiate a transfer when:

- a property is under-occupied by at least two bedrooms
- the property is being returned, sold or redeveloped
- the property includes modifications not required by the current household.

Tenants will receive two suitable offers of alternative accommodation. Declining both may lead to tenancy termination proceedings under the *Residential Tenancies Act 2010 (NSW)*.

CENSW may assist with moving costs for management transfers, including:

- removalist services for eligible tenants (e.g., aged, disabled, or at risk)
- reimbursement of reasonable expenses based on household size.

Assistance with moving costs is subject to approval by the Co-operative Manager.

4 Appeals

Tenants have the right to appeal decisions made under this policy. The CENSW Appeals Policy has more information on appeals.

5 Related Legislation, Documents and Policies

- [Residential Tenancies Act 2010 \(NSW\)](#)
- [Housing Act 2001 \(NSW\)](#)
- [Disability Discrimination Act 1992 \(Cth\)](#)
- [Appeals Policy](#)

6 Variations

Name and Designation of Approver	Head, Co-operative Services
Contact/Responsible Delegation	Co-operative Services Team Manager
Date approved	November 2025
Review Date	November 2028
Version	1